

Florida Department of Transportation

Office of Design

2004 Strategic Plan

for Sterling Implementation



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Florida Department of Transportation

Mission Statement

The Department will provide a safe transportation system that ensures the mobility of people and goods, enhances economic prosperity and preserves the quality of our environment and communities.

Vision

The people of DOT...dedicated to making travel in Florida safer and more efficient.

Values

The fundamental principles that guide the behavior and actions of our employees and our organization.

- Integrity – We are committed to honesty, loyalty and a high standard of ethical conduct.
- Respect – We value diversity, talent and ideas. We believe every individual should contribute and have the opportunity to be heard.
- Excellence – We achieve performance excellence through hard work, innovation, creativity and prudent risk taking.
- Teamwork – We accomplish our goals by working together and relying on each other.

Office of Design

Mission

To develop and provide policies, procedures, criteria and standards for the development of Florida's transportation system, monitor implementation and provide training.

Vision

To provide excellence in the products, services and information we deliver to our customers and do our part to ensure a safe, high quality and economical transportation system.

Values

- Teamwork
- Integrity
- Professionalism
- Excellence
- Education
- Responsiveness

Sterling Overview

Introduction

The Florida Department of Transportation has adopted the Sterling Business Model for Organizational Performance Excellence in order to continually improve how we do business. The Model is based on an integrated set of basic values, requirements, and processes aimed at increasing customer value and driving organization effectiveness. Application of the Model helps organizations determine current capabilities, and identify their strengths and opportunities for improvement.

The Sterling Business Model

The Sterling Business Model is customer and market focused and depends on the development of strategies and action plans. There are seven Sterling Criteria: Leadership, Strategic Planning, Customer and Market Focus, Information and Analysis, Human Resource Focus, Business Results, and Process Management.

Major Business Processes

The four Core Business Processes are:

- Plan
- Produce
- Deliver
- Maintain and Operate

The “Produce” core process resides within the organizational area of the Office of Design. This core process has developed a high level process map (included as attachment A) and identified Critical Requirements and the necessary process and quality measures to tell us how well we are accomplishing what must be done for a successful result.

Identify Critical Requirements and Process and Quality Indicators

“Critical Requirements” are those aspects of each major process and sub-process that must be accomplished well in order to achieve a successful result. “Process and Quality Indicators” are the measures and other indicators that show how well we are doing along the way. They provide the basis for our evaluation, planning and improvements.

Gather Data and Analyze Trends

The data and other information we gather and analyze allow us to monitor our progress toward achieving our objectives and to develop plans for improving business results.

Develop Strategic Plan

The Office of design strategic plan consists of actions to be implemented in support of the Department's and the Office of Design's strategic objectives.

Strategic Objectives

Florida Department of Transportation (FDOT) Strategic Objectives

Following a review of business results, the Executive Board decided that accomplishing the objectives listed herein would most benefit FDOT stakeholders. In the future, periodic reviews of business results will lead to other strategic objectives.

FDOT Strategic Objectives (FY 03-04):

- 01 Improve external customer satisfaction
- 02 Improve response to external customer issues
- 03 Improve project delivery
- 04 Implement the FDOT Strategic Highway Safety Plan
- 05 Implement the FDOT Business Model statewide
- 06 Leadership system effectiveness
- 07 Address workforce development issues
- 08 Improve communication effectiveness

Office of Design Strategic Objectives

Strategic objectives have initially been developed for the Office of Design to support the higher level FDOT strategic objectives. As the Sterling implementation continues within the Office of Design, this will be periodically updated.

Office of Design Strategic Objectives - 2004

- 01 Establish Mission, Vision and Values for Office of Design
- 02 Establish strategic planning within the Office of Design
- 03 Advance technology integration
- 04 Improve customer focus/satisfaction
- 05 Improve electronic data management
- 06 Improve the quality of construction plans
- 07 Address human resource development
- 08 Continue development of process mapping
- 09 Improve performance excellence

The Office of Design has developed the following Business Plan (Tier 2). The Plan defines the activities that will be carried out to address the Office objectives, notes the performance indicators and shows the schedule for each activity as well as the progress (current status) with the responsible party.